



News

State of Delaware
Department of Finance
Division of Revenue
www.state.de.us/revenue

FOR IMMEDIATE RELEASE

Division of Revenue Receives 2004 Gore Award

The Division of Revenue (DOR) is honored to receive the 2004 Delaware Quality “Gore Award”. The “Gore Award” recognizes strength in all seven categories (described below) of the Award. This is the highest award given by the independent Panel of Judges of the Delaware Quality Award (DQA) and represents the first time that a state agency has reached this level of achievement.

“The value of the award is in requiring us to focus on all seven categories of the Quality Award,” observes Pat Carter. “As a result, a focus on both continuous and breakthrough improvement strategies have become a way of doing business that we are committed to. (The DOR received the Delaware Quality “Merit Award” in 1999.) We are pleased and honored to receive the Gore Award, however we recognize that the journey is never over.

The 185 people of the Division of Revenue administer 20 different tax types, process over 1 million business and personal tax returns, and issue nearly 300,000 personal income tax refunds each year. The Division provides between 60% and 70% of all General Fund revenues.

“The DOR touches virtually every individual and every business in Delaware,” adds Carter. “We strive to ensure that our policies are fair and equitable, our processes are quick and accurate, our service is courteous and professional, and our employees successful...all of this provided at the lowest possible burden to the taxpayers of Delaware.”

Improvement efforts can never stop. Following are some results that have come to fruition since the quality award application was submitted in May 2004 and the DQA Site Visit in September 2004:

- Telephone service levels for November and December 2004 were the “best ever” as over 98% of all calls were answered in an average speed of 9 seconds. This was accomplished through a strong customer focus by DOR employees in helping to back-up each other’s calls, and staying on the forefront of improvements in telephone technology.
- As of December 2004, Business License renewals can be conveniently be made via the DOR’s secure internet site.

We wish to extend our thanks to the Delaware Quality Award examiners and judges for helping us to become a better organization.

Anyone wishing additional information on the Division of Revenue’s quality award process can contact Bill MacLachlan at (302) 577-8682.



Delaware Quality Award Categories

- I. Leadership
- II. Strategic Planning
- III. Customer Focus
- IV. Measurement & Analysis
- V. HR Focus
- VI. Process Management
- VII. Results

The Delaware Quality Award is a Baldrige based program. Additional information about Baldrige is available at www.quality.nist.gov